



COMMONWEALTH OF KENTUCKY  
OFFICE OF THE ATTORNEY GENERAL

RUSSELL COLEMAN  
ATTORNEY GENERAL

August 9, 2024

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File →  
Not helpful  
per the norm.  
Referral service  
didn't respond  
period...

Rec'd  
2024-08-12

Mr. John Robert Fouts

File No.: 22678.00  
Co Name: Department for Medicaid Services

Dear Mr. Fouts:

Thank you for contacting the Office of the Attorney General.

The Office of Senior Protection was established to protect and assist the consumer public, and the ethical sellers of goods and services. Our voluntary mediation services, created under the Consumer Protection Act, assist consumers with problems, complaints, misunderstandings, and disagreements over goods or services in the marketplace. These services attempt to resolve any of the aforementioned circumstances between consumers and businesses without litigation.

After a thorough review of the information you have provided, it has been determined that your complaint concerns a Kentucky State Agency that we do not have oversight, therefore, our office will be unable to assist you.

By law, our office is restricted from acting as a private attorney for an individual, and this office may not use the influence of the state to force or require settlements for private disputes. Your complaint with our office is now closed; however, it will remain among our files to assist in identifying any pattern appearing to violate the Consumer Protection Act that might warrant our intervention in the future. These files are also available for open records request.

If you wish to pursue this matter further, please consider contacting a private attorney who can advise of possible legal action. If you do not have a private attorney, and wish to utilize the Kentucky Bar Association's lawyer referral program for guidance, they can be reached at (502) 583-1801.

Thank you again for bringing this issue to the attention of the Attorney General's Office.

Sincerely,

Office of the Attorney General

Rick Morris, Mediator  
Office of Consumer Protection  
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RM/RM  
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